

WHAT IS CLAIMED IS:

1. A system for tracking errors, the system residing on a user's desktop
communicating with a central database over a network, the system comprising:
an error log including error recording tools for enabling the user to record an error;
5 error resolution tools for enabling the user to resolve the error; and error follow-up tools for
enabling a user to follow up on resolved errors;
error reporting tools for enabling a user to generate error reports from the user's desktop;
and
communication means for enabling the user to transmit logged errors to the central
10 database and to receive reports generated from errors logged in the central database.

2. The system of claim 1, wherein the error recording tools include means for
determining an identity of the person recording an error.

3. The system of claim 1, wherein the error recording tools include means for
routing the recorded error.

15 4. The system of claim 1, wherein the error resolution tools include means for
reporting error resolution data.

5. The system of claim 1, wherein the error follow-up tools includes means for
resolving an error by any user subsequent to detection of the error by a first user.

6. The system of claim 1, wherein the reporting tools comprise means for generating
20 a plurality of customized reports.

7. The system of claim 6, wherein the customized reports comprise a detailed error count report for providing the user with a number of times that a particular type of error occurred during a specified time period for a specified location.

8. The system of claim 6, wherein the customized reports comprise a group error count report for providing the user with a volume of errors found at a particular point of quality review.

9. The system of claim 6, wherein the customized reports comprise a general agent report for providing the user with a log listing of each error for one or more brokerage general agencies, or for all errors routed to a particular recipient.

10. The system of claim 6, wherein the customized reports comprise a brokerage general agency report comprising all the brokerage general agency's general agent numbers.

11. The system of claim 6, wherein the customized reports comprise brokerage general agency imaging count reports comprising an indication of a number of documents delivered by a provider during a specified time period.

12. A method enabling a user to log errors that occurred during a process, the method comprising the steps of:

finding an error;

selecting an error log icon;

entering document details;

entering personal details;

entering error details;

determining whether assistance is needed to correct the error;

completing resolution details and saving changes if assistance is not necessary;

entering recipient details if assistance is necessary and sending an email message to a

5 selected recipient; and

saving error data in an error log database.

13. The method of claim 12, wherein finding an error comprises finding the error in
an imaged document, the error comprising one of a missing page, a missing portion, and an
unsigned document.

10 14. The method of claim 12, wherein the step of entering document details comprises
entering policy details such as a policy number.

15. The method of claim 12, wherein the step of entering personal details comprises
entering at least one of a name, a department, and a company reporting the error.

16. The method of claim 12, wherein the step of entering error details comprises
15 entering an error and entering an error description.

17. The method of claim 12, wherein completing resolution details comprises
entering a name of a resolving party and entering a method of resolution.

18. The method of claim 12, wherein entering recipient details comprises entering a
selected recipient capable of resolving the error.

19. A method for resolving an error logged through an error log system, the method comprising the steps of:

locating an error that requires resolution;

opening the error log;

5 locating an error incident number;

entering resolution details;

closing the incident; and

storing error resolution data in an error log database.

20. The method of claim 19, wherein the step of locating an error that requires
10 resolution comprises receiving a routed error.

21. The method of claim 19, wherein the step of locating an error that requires
resolution comprises locating the error while reviewing a document.

22. The method of claim 19, wherein the step of opening the error log comprises
selecting an error log icon on a user device.

15 23. The method of claim 19, wherein the step of entering resolution details comprises
entering a resolving party name and a method of resolution.